

CONFIDENTIAL

AR-D-2103

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18 August 1952

MEMORANDUM FOR : Assistant Deputy Director (Administration)

SUBJECT : T/O Reduction - [REDACTED]

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1. At the Budget Hearing concerning the [REDACTED] it was requested that four Telephone Operator positions be eliminated because of the installation of the dial system. It is my opinion that the installation of the dial system does not affect the use of operators to a great extent, but the true value of the dial system is that it permits faster and more complete utility of the service.

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2. At the present time the [REDACTED] is authorized one Telephone Supervisor and eight Telephone Operators. This authorization was based on the supervision and operation of the telephone system on a twenty-four hour daily basis, seven days per week. To provide adequate service, it is necessary to staff the various shifts as follows:

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|              |                   |
|--------------|-------------------|
| 0800 to 1600 | 2 Operators       |
| 1600 to 2400 | 2 Operators       |
| 2400 to 0800 | 1 Operator        |
|              | 1 Relief Operator |
|              | 1 Supervisor      |
| Total        | 7                 |

3. The workload on both the first and second shifts requires two Operators to cover [REDACTED]. One person can operate the night shift when normal traffic is reduced. The Relief Operator is necessary to provide coverage over the normal 40 hours worked and for sick and annual leave taken by the regular shift Operators.

4. From the above it appears that the normal operation of the Center requires a minimum of seven Operators, without considering the tremendous increase in traffic that would result under emergency conditions. Without the latter consideration, two Operator positions can be eliminated and provide adequate service. If this is as you desire, I will advise the Personnel Office to reduce the authorized strength accordingly.

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